

Emergency Housing Voucher Program

HOME Guide for Providers

This guide is intended for staff to use as a reference guide when using HOME. Please note that some steps described here may vary depending on what agency you are affiliated with.

HOME Overview

HOME is a software system developed by DHS for shelter staff to link clients with viewing opportunities. Only non-DSS housing navigators and case managers who are assisting clients with EHV have access to HOME. It is presently the system used to submit and view updates on CityFHEPS packages.



Visit nyc.gov/ehv to learn more about the Emergency Housing Voucher Program.

Accessing HOME

You must use Google Chrome or Microsoft Edge to access HOME. Other browsers will not be able to access HOME.

The link used to access HOME depend on your role:

- **DHS Users (Employees and Providers):** <https://home.dhs/nycnet>
- **HRA Users:**
 - HRA desktop: <https://home.dhs/nycnet>
 - HRA desktop: <https://dhs.ra.nyc.gov>
- **All Other Users:** <https://dhs.ra.nyc.gov>

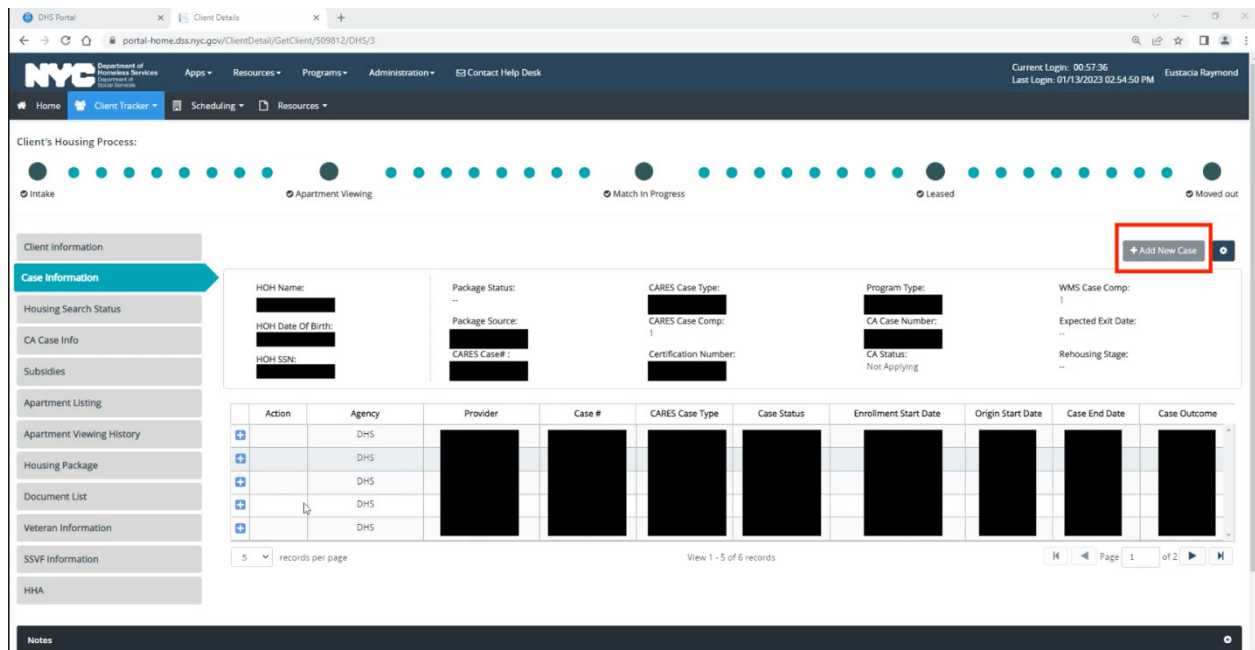
Role of HSU Specialists

The Mayor's Office of Public Engagement Home Support Unit (HSU) helps property owners navigate the subsidy rental process. HSU Specialists' specific responsibilities with HOME include:

- Adding units and scheduling viewings in HOME
- Monitoring viewings throughout the day to ensure that all attendees are contacted and confirmed
- Making confirmation calls to Owners/Agents and Client Escorts (e.g., Caseworkers, Client Navigators, Housing Specialists)
- Gathering information needed to have a successful viewing (e.g., location, what to bring, whom they should expect to meet)
- Using HOME to follow the package process

Adding a Housing Navigator to DHS Clients

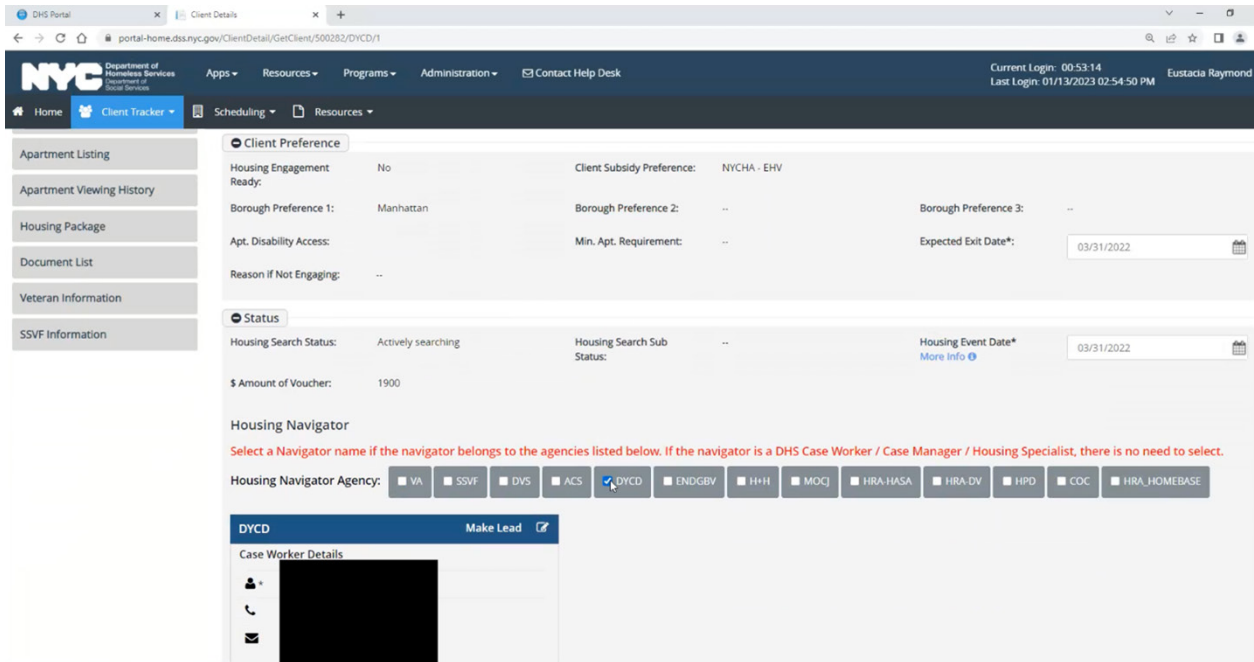
1. For HPD Navigators, you must first add an HPD case to the client before adding a housing search. All other Navigators, proceed to Step 2.
 - Search the client using any identifying information. Click on **Action** and then **View**.
 - Scroll down to case information and click **Add New Case** on the top right. Your client's housing search will be added under this case:



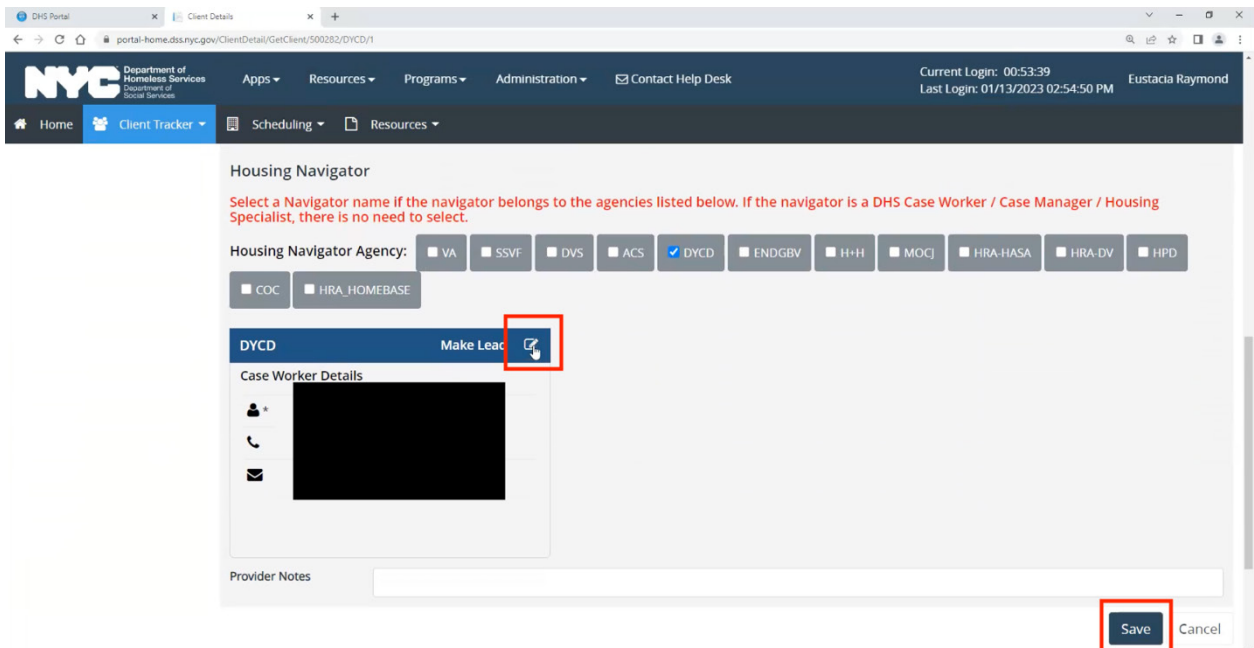
2. Click on **Add Non-DHS Client** – do this step for both DHS or non DHS clients! Use this screen to search for and locate your client's profile.

3. Open the client's profile.

- From the left-side menu, click **Housing Search Status** and add yourself as the **Housing Navigator**:



- Important:* save twice! Click **Save** button in the agency box and again click **Save** on the bottom of the page.



4. For HPD Navigators -- fill out the following information:

Agency: HPD

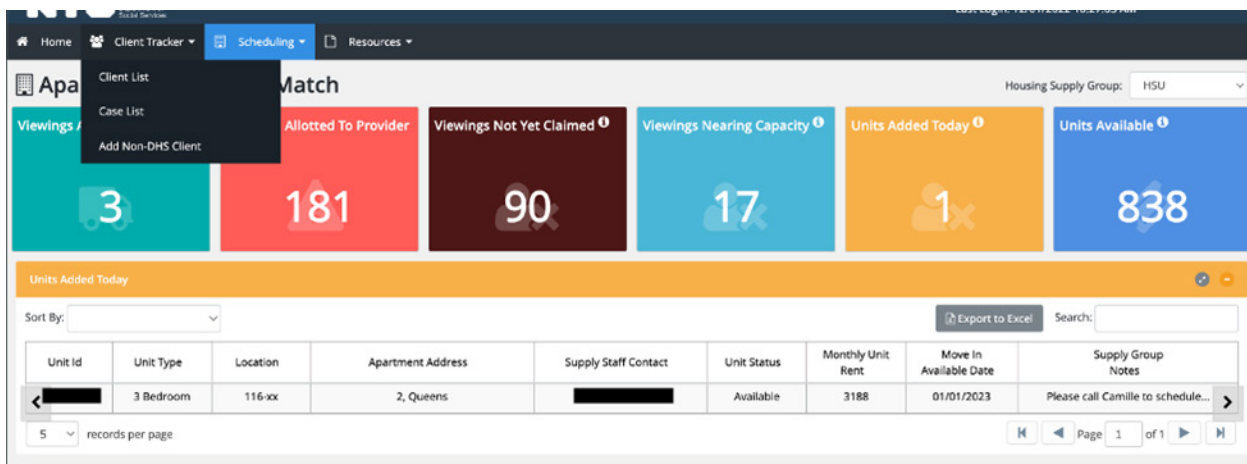
Provider: HPD

Facility Name: Stebbins House

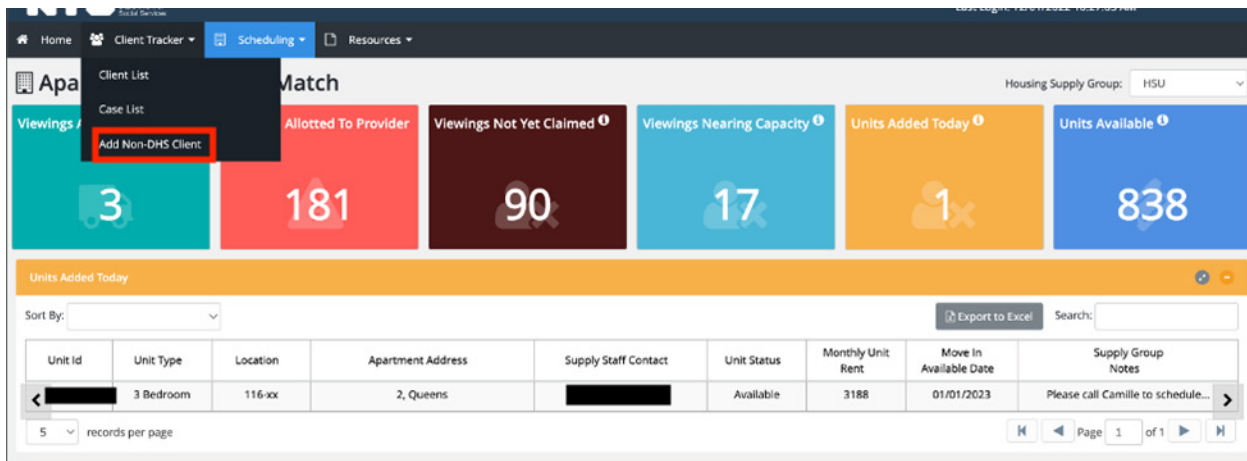
Adding Non-DHS Clients to HOME

If a client is not listed in HOME, the provider can add the user to the HOME Application.

1. Click on the **Client Tracker** down-down menu to display the **Add Non-DHS Client** menu option:



2. Click on **Add Non-DHS Client**:



3. Prior to adding the client, a client search is required to prevent duplicate records from being entered into the application. Enter the search criteria for the client (Name, SSN, DOB, or CARES ID).

- When a client does not have a HOME record, the search results will look like this:

The screenshot shows the 'Add Non DHS Client' search interface. At the top, there are navigation tabs: Home, Client Tracker, Scheduling, and Resources. Below the title, there is a search bar with the text 'Search by any one of the following criteria'. The search criteria fields are: Name (redacted), Last Name (redacted), SSN: (000)-XX-XXXX, DOB: MM/DD/YYYY, and CARES ID: (redacted). A 'Search' button is to the right. Below the search bar is a table with the following columns: Action, CARES ID/Provider ID, Case#, Name, SSN, DOB, Facility Name, Facility Type, Provider, and Client Exists. The table is empty, and a message at the bottom states: 'No records meet your search criteria. Please click on "add non-DHS client" to enter a new client record'.

- When a client does have a HOME record, the search results will look like this:

The screenshot shows the 'Add Non DHS Client' search interface with search results. The search criteria fields are the same as in the previous screenshot. Below the search bar, there is a light blue instruction box: 'Please select any one record that matches your search criteria. Provide your email address in the notice below and click "send" to alert the provider that you would like to make updates to this record. If no records meet your search criteria, please click on add non-DHS client to enter a new client record.' Below this is a table with the following columns: Action, CARES ID/Provider ID, Case#, Name, SSN, DOB, Facility Name, Facility Type, Provider, and Client Exists. The table contains two rows of results:

Action	CARES ID/Provider ID	Case#	Name	SSN	DOB	Facility Name	Facility Type	Provider	Client Exists
Action ▾	██████	DHS: ██████	██████	XXX-XX-███	███	██████	Family Hotel	DHS	<input type="radio"/>
Action ▾	██████	DHS: ██████	██████	XXX-XX-███	███	██████	Family Tier 2	DHS	<input type="radio"/>

4. Click the **Search** button to display possible matches.

- It's important to read the information in the light blue area to determine your next steps:

This screenshot is identical to the previous one, but a red box highlights the light blue instruction area: 'Please select any one record that matches your search criteria. Provide your email address in the notice below and click "send" to alert the provider that you would like to make updates to this record. If no records meet your search criteria, please click on add non-DHS client to enter a new client record.'

- If the client does not exist, click **Add Non-DHS Client** to create a new record:

Home Client Tracker Scheduling Resources

Add Non DHS Client

Search by any one of the following criteria

Name: [Redacted] Last Name: [Redacted] SSN: (000)-XX-XXXX DOB: MM/DD/YYYY CARES ID: [Redacted] Search

Action	CARES ID/Provider ID	Case#	Name	SSN	DOB	Facility Name	Facility Type	Provider	Client Exists
No records meet your search criteria. Please click on "add non-DHS client" to enter a new client record									

- A pop-up information box will display; click **Yes** to confirm and create the new client:

Home Client Tracker Scheduling Resources

Add Non DHS Client

Search by any one of the following criteria

Name: [Redacted] Last Name: [Redacted] SSN: (000)-XX-XXXX DOB: MM/DD/YYYY CARES ID: [Redacted] Search

Action	CARES ID/Provider ID	Case#	Name	SSN	DOB	Facility Name	Facility Type	Provider	Client Exists
No records meet your search criteria. Please click on "add non-DHS client" to enter a new client record									

Confirmation

Are you sure you want to add a new client? Please confirm.

- If the client does exist, you can use the action menu to view their case:

Home Client Tracker Scheduling Resources

Add Non DHS Client

Search by any one of the following criteria

Name: [Redacted] Last Name: [Redacted] SSN: (000)-XX-XXXX DOB: MM/DD/YYYY CARES ID: [Redacted] Search

Please select any one record that matches your search criteria. Provide your email address in the notice below and click "send" to alert the provider that you would like to make updates to this record.

If No records meet your search criteria, please click on "add non-DHS client" to enter a new client record.

Action	CARES ID/Provider ID	Case#	Name	SSN	DOB	Facility Name	Facility Type	Provider	Client Exists
Action ▾	[Redacted]	DHS	[Redacted]	[Redacted]	[Redacted]	[Redacted]	Family Hotel	DHS	<input type="radio"/>
<input checked="" type="radio"/> View	[Redacted]	DHS	[Redacted]	[Redacted]	[Redacted]	[Redacted]	Family Tier 2	DHS	<input type="radio"/>

5. There are two sections of the screen that must be completed to create a new client: **Client Information** and **Case Information**. Required fields are marked with an asterisk. When you have finished entering information about the client, click **Save** to create the new record:

The screenshot shows two main sections of a web form: 'Client Information' and 'Case Information'. The 'Client Information' section includes fields for 'Is Client HDHP?', 'Legal First Name', 'Legal Last Name', 'Preferred First Name', 'Preferred Last Name', 'Preferred Pronoun', 'SSN', 'DOB', 'Gender', 'Veteran', 'Phone Number', 'Alt Phone Number', 'Program/Facility Type', 'Case Manager', 'Head of Household', 'HOH First Name', 'HOH Last Name', 'HOH DOB', 'Client Status', 'Email', 'Alt Email', 'Marital Status', 'Employed', 'Serious Mental Illness Indicator', and 'Preferred Language'. The 'Case Information' section includes fields for 'Agency', 'Enrollment Start Date', 'Case Start Date', 'Case End Date', 'Case Status', 'Case Type', 'Length of Stay', 'Facility Assignment Type', 'Chronic', 'HH Size (Adults/Children)', 'Provider', 'Facility Name', 'Provider/Facility Type', 'Facility Contact Name', 'Facility Contact Number', 'Facility Contact Email', 'Client Case Worker Name', 'Client Case Worker #', and 'Client Case Worker Email'. A 'Save' button is visible at the bottom right of the form.

Claiming a Viewing in HOME

1. Click on **Scheduling** at the top of your homescreen:

The screenshot shows the 'Scheduling' page in the NYC HOME system. At the top, there is a navigation bar with 'Scheduling' highlighted. Below the navigation bar, there is a dashboard with six cards showing viewing statistics: 'Viewings Added Today' (35), 'Viewings Allotted To Provider' (145), 'Viewings Not Yet Claimed' (76), 'Viewings Nearing Capacity' (13), 'Units Added Today' (13), and 'Units Available' (847). Below the dashboard, there is a table titled 'Viewings Not Yet Claimed' with columns for Unit Id, Viewing Id, Unit Type, Address, Location, Viewing Contact, Point Of Contact, Viewing Date, Viewing Contact Phone, Viewing Contact Email, Viewing Start/End, Scheduled Attendees, Attendee Capacity, Monthly Unit Rent, and Viewing Notes. The table contains five rows of data.

Unit Id	Viewing Id	Unit Type	Address	Location	Viewing Contact	Point Of Contact	Viewing Date	Viewing Contact Phone	Viewing Contact Email	Viewing Start	Viewing End	Scheduled Attendees	Attendee Capacity	Monthly Unit Rent	Viewing Notes
527639	530337	1 Bedroom	53, 63rd Street, Other, 07093	--	[REDACTED]	--	05/09/2024	[REDACTED]	[REDACTED].gov	4:30 PM	5:30 PM	0	5	1600	Time subject to change.
528155	530640	1 Bedroom	Other	494 Stay...	[REDACTED]	--	08/15/2025	[REDACTED]	[REDACTED].gov	5:30 PM	8:30 PM	0	6	1399	Subject to change in time
531226	532934	1 Bedroom	3, Staten Island	1** Bay St	[REDACTED]	--	01/17/2023	[REDACTED]	[REDACTED].gov	12:00 AM	11:59 PM	0	10	883	please email cefrea@hira.ny
531225	532935	1 Bedroom	2, Staten Island	1** Bay St	[REDACTED]	--	01/17/2023	[REDACTED]	[REDACTED].gov	12:00 AM	11:59 PM	0	10	883	please email cefrea@hira.ny
531224	532936	1 Bedroom	1, Staten Island	1** Bay St	[REDACTED]	--	01/17/2023	[REDACTED]	[REDACTED].gov	12:00 AM	11:59 PM	0	10	883	please email cefrea@hira.ny



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2. Filter results:

- As there may be a number of viewings available, click the **Filter button** to define the client's criteria for a unit, i.e., Unit Type, and an Available Unit. This process will make it easier to find an apartment that meets the client's requirements.
- It is especially important to filter by Available Unit, because some units may still show up in the portfolio after being matched. Filtering by Available Unit will ensure that you and your client are only viewing apartments that are currently available.
- You can choose to view upcoming viewings by week or by month.
- Click on the colored boxes at the top of your screen to quickly filter by the categories listed there:

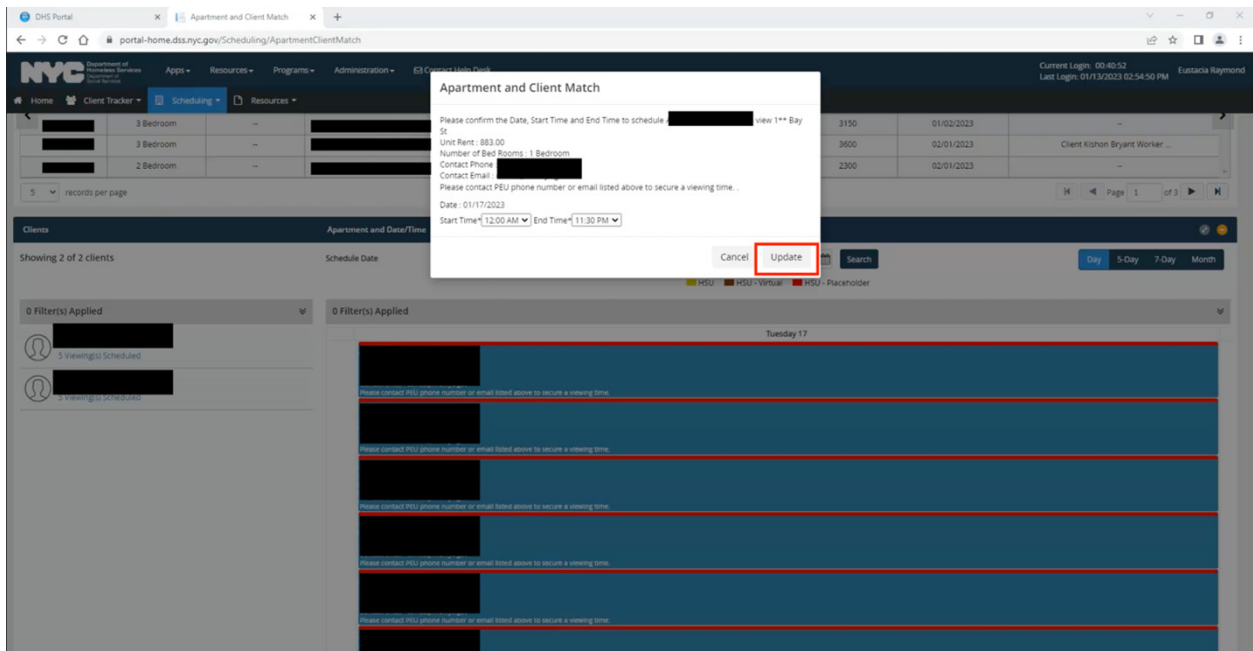
The screenshot displays the NYC Department of Homeless Services' 'Apartment and Client Match' portal. The top navigation bar includes 'Home', 'Client Tracker', 'Scheduling', and 'Resources'. The main content area shows a search for a '2 Bedroom' unit in 'Staten Island, 10310'. Below the search bar, there are two columns: 'Clients' and 'Apartment and Date/Time'. The 'Clients' column shows two clients with their names redacted. The 'Apartment and Date/Time' column shows a calendar view for Monday 9 through Friday 13, with redacted apartment details and contact information for each day. The interface includes a navigation menu at the top with options like 'Home', 'Client Tracker', 'Scheduling', and 'Resources'. The current user is identified as Eustacia Raymond, logged in on 01/13/2023 at 02:54:50 PM.

3. Claim a viewing by dragging the client into a viewing slot:

- Identify the apartment that best meets your client's requirements. In the address field, if you see only a partial address, can hover your mouse pointer over the field item to see all details. This function works for all columns. Take note of the unit size, location and unit rent.
- Some units' addresses are masked for security purposes. If your client is interested in a unit without an address, contact an HSU specialist, who can give you more information about the unit.
- Make sure to verify that there is room in viewing by checking the Attendee Capacity column. Also confirm that the viewing date is either today or a date in the future. Click the **Calendar icon** to schedule your client to the viewing date.

4. Confirm viewing:

- Click update on the pop-up box to save.
- Some apartments may have a placeholder date entered by HSU. If your client is interested in viewing that apartment, contact an HSU specialist to arrange a viewing:



- Click into the viewing to add contact information for the Housing Navigator or whoever will be accompanying the client to the viewing:

The screenshot shows the NYC Department of Business Services portal. The top navigation bar includes 'Home', 'Client Tracker', 'Scheduling', and 'Resources'. The main content area is titled 'Apartment Viewing Info' and contains two sections. The first section, 'Details', lists various apartment attributes such as Street Address, Unit No., Zip Code, Borough, Unit Size, and Viewing Notes. The second section, also titled 'Details', is a table with columns for Client Name, Viewing Date, Start Time, End Time, Provider, Client Viewing Outcome, Action, Escort Email, Escort Name / Escort Phone, and Provider Client Notes. A red box highlights the 'Escort Email' and 'Escort Name / Escort Phone' columns in the table.

Client Name	Viewing Date	Start Time	End Time	Provider	Client Viewing Outcome - Provider	Action	Escort Email	Escort Name / Escort Phone	Provider Client Notes
[REDACTED]	01/17/2023	12:00 AM	11:30 PM	DYCD	--		<input type="text"/>	--	--

Best Practices

Before/During Scheduling

- Filter to find the best potential matches for your client. Only sign up for units that are a good fit for your client.
- Always include the viewing escort's contact information. This is important in case of any last-minute changes to the viewing.
- Add relevant information on HOME as notes and communicate regularly with HSU specialist. More information is better than less!
- Send an email to the HSU specialist if you schedule it less than four hours prior to the viewing in order to properly confirm their attendance.

Before/During the Viewing

- Communicate openly with the HSU specialist.
- Respect everyone's time and be punctual to the viewing.
- Give advance written notice of changes whenever possible
- Please do not arrive more than 15 minutes before the viewing.
- Never share the address with others or send more clients than you signed up for the viewing.

After the Viewing

- Follow up with the HSU specialist for the next steps and selection update.
- Provide feedback on client's intentions, thoughts, and commitment.
- Be as honest and as upfront as possible. Allow someone else the opportunity if your client is not interested.
- **Do not** make side deals with the landlord/broker/representative.

Troubleshooting

For issues with your HOME account access, please reach out to nychelp@doitt.nyc.gov or 212-NYC-HELP.

For an in-depth look at HOME functionalities, refer to the module provided to you via email when you received your HOME credentials, or the manual provided by DHS located in the HOME interface.